

**THE COUNTY OF LOS ANGELES
Invites Resumes For**

**DIRECTOR OF CONSUMER AFFAIRS
(Unclassified)**



**Annual Salary
\$106,992—\$161,941**

**Filing Period
January 11, 2010—Until the Position is Filled**



THE COUNTY OF LOS ANGELES

The County of Los Angeles, with a population of more than 10 million people, has more residents than any county in the nation, and within its boundaries are 88 cities. It is rich in cultural diversity and home to world-renowned museums, theaters, the nation's motion picture industry, major universities and numerous five-star restaurants. The mountains, deserts, and the beautiful Pacific Ocean, along with some of the world's finest urban recreational attractions, are freeway close.

The County is governed by a five-member Board of Supervisors who are elected on a non-partisan basis and serve four-year terms. As the governing body, the Board of Supervisors serves as both the executive and legislative authority of the largest and most complex county government in the United States. A change in the governing structure of the County has all Department Heads reporting to the Chief Executive Officer with the exception of elected officials (Assessor, District Attorney, and Sheriff), the Fire Chief, the Auditor-Controller, the County Counsel, and the Executive Officer of the Board of Supervisors.

The County has an annual budget in excess of \$22 billion, and 37 major administrative units or departments serve the needs of the County's population. The County employs over 100,000 full-time personnel to serve its diverse population.

THE DEPARTMENT OF CONSUMER AFFAIRS

The Department of Consumer Affairs (DCA) provides consumer protection, counseling, complaint investigation, and mediation services to consumers and businesses in Los Angeles County through advocacy, empowerment and education. Staff investigates and mediates complaints of unethical and deceptive business practices between consumers and merchants. The department also conducts special investigations that are presented to prosecuting agencies for civil and criminal prosecution. DCA serves as the central reporting agency for real estate fraud and works closely with private industry groups, government agencies, and law enforcement agencies to detect and investigate real estate fraud. The identity theft unit provides services to victims of identity theft by helping them restore their credit and prevent identity thieves from continuing to make fraudulent purchases.

THE POSITION

The Director of Consumer Affairs has full responsibility for the overall administrative functioning of the Department and for the planning and implementation of programs, policies, and procedures to protect the interests of consumers and promote fair, ethical, and responsible business practices within the County.

KEY RESPONSIBILITIES

- Directs the receipt, investigation, and resolution of complaints of unfair, unethical or deceptive business practices, including misrepresentations of consumer services and commodities, false advertising, and violations of consumer laws and regulations as defined by local, State, and federal ordinances, regulations, and laws.
- Provides administrative leadership, oversight, and accountability for the fiscal, budget, personnel, and other administrative functions and programmatic operations of the Department.
- Formulates departmental policy and procedures, directs the execution of policies and procedures, and evaluates performance and results.
- Plans, implements, and directs programs to define and promote ethical and fair business practices as well as consumer responsibility.
- Develops procedures for investigating and directs the mediation of complaints and misunderstandings between consumers, businesses, and others providing products or services to the public.
- Develops, implements, and directs a consumer information and education program through public meetings and hearings, publications, electronic communications, and the news media.
- Recommends to the Board of Supervisors the adoption of new legislation or changes in existing legislation governing consumer protection.
- Represents the interests of County consumers before regulatory agencies and legislative bodies, as directed by the Board of Supervisors.
- Directs the coordination of consumer affairs matters through collaboration with the Board of Supervisors, County departments, and other public jurisdictions.
- Maintains effective relations and collaborates with the Board of Supervisors, County departments, other agencies, and the public to ensure and enhance consumer protection.
- Directs the development of changes in organization, staffing, operations, management information systems, and technology to increase effectiveness and efficiency, and reduce administrative costs.
- Recommends the adoption, enactment, and amendment of County ordinances, resolutions, and regulations, State and federal statutes, and the County Charter to provide effective, efficient, and economical administration of the department.



- Develops and implements an affirmative action plan and ensures that departmental hiring and promotional practices are consistent with the County's equal employment opportunity policy.

QUALIFYING EXPERIENCE & EDUCATION

Demonstrated knowledge, skills, and abilities required in managing a division within a consumer affairs organization including directing budget, personnel, fiscal, supply, and other administrative functions of an organization, as well as line functions.

—AND—

Experience in the areas of consumer protection and education, the promotion of fair business practices, and the investigation, mediation, and resolution of consumer complaints and issues.

LICENSES: 1) A valid California Class "C" Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

OTHER: U.S. citizenship is required for appointment to this position.

DESIRABLE QUALIFICATIONS & EXPERIENCE

- A Master's degree in business or public administration, or a closely related field.
- Demonstrated knowledge, skills, and abilities to develop, implement, and direct programs to meet and confer with a variety of adversary groups and individuals, and mediate appropriate and amicable settlements of differences.
- Ability to establish and maintain collaborative relationships with the Board of Supervisors, County departments, legislative bodies, other government agencies, community organizations, and the public.
- Knowledge of local, State, and federal ordinances, regulations, and laws governing consumer affairs.
- Ability to work collaboratively with consumers and groups from diverse backgrounds.
- Experience in the use of management and organizational principles, and technology necessary to analyze, evaluate, and manage organizational programs and resources.

COMPENSATION & BENEFITS

COMPENSATION: Compensation is open to negotiation. Starting salary will be dependent on qualifications, salary

history, and career accomplishments. Specific salary placement will be based upon the evaluation of a candidate's overall ability to provide exemplary leadership to the County. This position is subject to the provisions of the County's Management Appraisal and Performance Plan (MAPP).

BENEFITS: The County of Los Angeles provides an excellent benefits package that allows employees to choose benefits that meet their specific needs as detailed below.

- **Retirement Plan** - The successful candidate may choose either a contributory or non-contributory defined benefit plan. It should be noted that County employees **DO NOT** pay into Social Security, but do pay the Medicare Hospital Insurance Tax (HIT) portion of Social Security at a rate of 1.45%. **The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.**
- **Cafeteria Benefit Plan** - The MegaFlex Benefits Plan is a cafeteria plan through which benefits may be purchased using a tax-free County contribution of an additional 19% of the employee's monthly salary. Any portion of the County contribution not used to purchase benefits is paid to the employee as taxable income. Benefits available within the MegaFlex Benefits Plan include medical, dental, disability, and life and AD&D insurance. (NOTE: Not applicable to County employees who are currently in Flex.)
- **Flexible Spending Accounts** - Employees may contribute up to \$400 per month tax-free to Health Care and Dependent Care Spending Accounts. The County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401k)** - Optional tax-deferred income plan that includes a County matching contribution up to 4% of employee's salary.
- **Deferred Compensation Plan (457)** - Optional tax-deferred income plan that includes a County matching contribution up to 4% of employee's salary.
- **Holidays** - 11 paid days per year.
- **Transportation Allowance** - The monthly transportation allowance is \$525.
- **Split Dollar Insurance** - Level life insurance death benefit of \$50,000 to \$250,000 depending on age at entry into the Plan.

SELECTION PROCESS

The process for this recruitment is highly confidential and will be handled accordingly through its recruitment and evaluation phases. References will not be contacted until mutual interest has been established. Only the most highly qualified candidates, as determined by an initial screening process, will be invited to participate in the selection process.

The names of the most highly qualified candidates will be submitted to the Chief Executive Officer for consideration and approval by the Board of Supervisors.

NOTE: An extensive background screening will be completed on the candidates recommended to the Chief Executive Officer.

TO BE CONSIDERED

Highly qualified candidates are invited to submit a statement of interest and a comprehensive resume detailing their knowledge, skills, and abilities relevant to this position. Submission should include **ALL** of the following:

1. Candidate's ability to meet the requirements as stated in the Qualifying Experience & Education and Desirable Qualifications & Experience sections of this recruitment announcement.
2. For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, dates of employment, and annual salary.
3. Names of schools, colleges, and universities attended, dates attended, degrees earned, and field(s) of study. Please enclose verification of degree(s), licenses, and certificates together with the resume.

Please submit statement of interest, resume, and supporting documents to:

Marco Morejon
Department of Human Resources
EXECUTIVE RECRUITMENT
500 W. Temple Street, Room 555
Los Angeles, CA 90012
Phone: (213) 974-2675
Fax: (213) 613-4773
E-mail: DirConsumerAff@hr.lacounty.gov

Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.



This announcement may be downloaded from the
COUNTY OF LOS ANGELES website at:
http://dhr.lacounty.info/Executive_Positions.asp